SHAREWITH TRAVELWITH AND MULTI RESERVATIONS
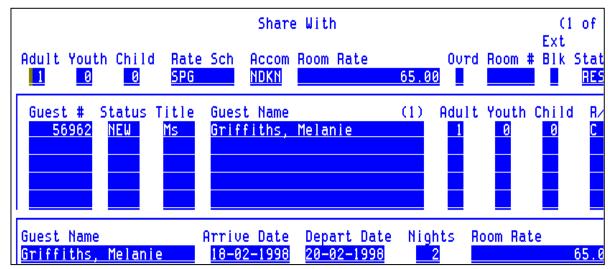
Vocabulary To Know

▪ **Sharewith:** A Sharewith reservation is when two or more persons will be sharing the same room. There are three things potential sharewith guests must have in common: at least one stay date, the same rate schedule, and the same room type.
By setting up a reservation as a sharewith, the system allows placing several guests in the same room while still allowing each guest to be listed under their own name as well as have their own reservation number and folios.

▪ **Travelwith:** A Travelwith reservation is when two or more persons are traveling together, but not sharing the same room. By setting up a reservation as a travelwith, the system "links" the reservations together. This allows for easy reference should someone call or ask for one party who is not available and then ask to speak with their travel companion.

▪ **Multi-Room:** A Multi-room reservation is NOT the same as a sharewith. This type of reservation is created when one party would like several different rooms (up to four) on one reservation. Keep in mind, since all the rooms are on one reservation, they all need to share the same folios and can only be listed under one name. If this type of setup does not accommodate the guest's needs, but they still wish to have several rooms, it is best to create separate reservations for each room using the Copy feature. See the Reservations handout for more information.

Creating a Sharewith
1. From the Main Menu, select the Reservation Menu
2. Select Reservation
3. At the Reservation screen create a new reservation as usual, but **do not press [Save]**.
4. [Quick] into the "Sharewith" window. The Sharewith screen displays a copy of the information completed earlier in the rate schedule window. It is here for the agent as a reference.
5. Press [Next Block] so the cursor is on the guest just created.
6. Press the down arrow once to place the cursor on the blank line. This is where the information for the second guest sharing the room is typed.

   ▪ **Guest # -** This is automatically created by the system upon typing a title for the guest.

```
                          Share With                        (1 of
                                                               Ext
Adult Youth Child   Rate Sch  Accom Room Rate      Ovrd Room # Blk Stat
   1      0     0   SPG       NDKN              65.00                 RES

    Guest #  Status Title  Guest Name        (1)  Adult Youth Child  R/
      56962  NEW    Ms     Griffiths, Melanie        1     0     0   C




 Guest Name          Arrive Date  Depart Date  Nights  Room Rate
 Griffiths, Melanie   18-02-1998   20-02-1998     2                65.0
```

- **Status -** This is automatically entered as NEW by the system upon typing a title for the guest.
- **Title -** Type the guest's title (i.e.: Mr. Ms. Dr.)
- **Guest Name -** Type the guest's name (last name, first name). Once the name is entered, the system searches guest history. If the guest has stayed before, select him from the list. If not, [Exit] from the search screen.
- **Adult/Youth/Child -** Type the correct number of adults, youth and children in that guest's party.
- **R/C -** This column is used for Rate Calculation. There are three different ways to calculate the rate:
  - **Number of adults** - Type a "C" to use this method. (This is the default calculation method.) The system looks at the number of adults entered for each guest and then divides the rate evenly among them. For example, if the rate is $100.00 and there are two guests each with a total of one adult in each of their party's, then the rate for each is $50.00. Review the charts below to see how the number of adults can affect the rate each guest pays.

Chart One	# of Adults	Rate they will pay
Guest 1	1	$50.00
Guest 2	1	$50.00
Total:	**2**	**$100.00**

Chart Two	# of Adults	Rate they will pay
Guest 1	2	$66.67
Guest 2	1	$33.33
Total:	**3**	**$100.00**

Chart Three	# of Adults	Rate they will pay
Guest 1	2	$100.00
Guest 2	0	$0
Total:	**2**	**$100.00**

  - **Percent** - Type the percentage (i.e.: "75" for seventy-five percent) of the room rate that the guest pays. A percent amount only needs to be entered in one guest. The system enters the remaining percentage (to equal 100 percent) onto the other guest.
  - **Actual Rate** - It is possible to type the exact rate the guest would like to pay. Type "R" to use this method of calculation. The system then brings the cursor down to the next block and prompts the agent at the room rate field. Once the rate is entered press [Enter], the cursor is placed in the previous block. Unlike percentage, the system **does not** enter the remaining amount onto the second guest. In order to type the rate, the cursor must be placed on the R/C column of the other guest and type the "R" again. This takes the cursor back down to the room rate field. If the two rates entered do not add up to the room rate, the system gives the option to override the room rate to equal the manual entries, type "Y". To re-enter the rates so they do add up to the room rate type "N".

Note: Only one rate calculation may be used at a time. When switching from one calculation method to another, the system gives a warning that only one method may be used. Type "Y" for "yes" to continue with the switch.
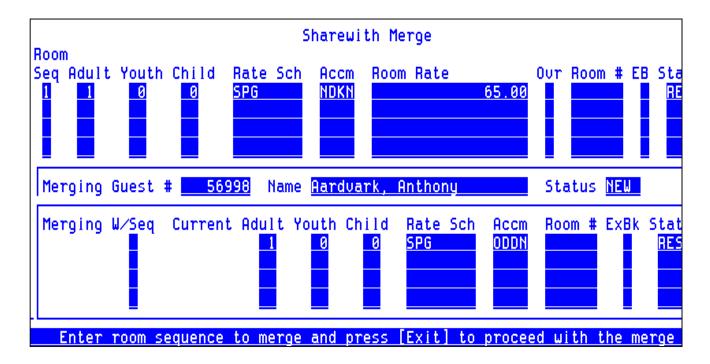**Note:** It is preferable to use the default method of "C" (Calculate by number of adults) because the system re-calculates the rate every night by looking at the number of adults first and then posting the rate. This can be beneficial in a case where one sharewith guest leaves early (see chart #3). However, if a percentage or actual rate is used, the rate the remaining guest pays stays the same (even if it if only a portion of the full rate due). It is then up to the property to review the "Before Room Posting" report for such possibilities prior to running part two of night audit.

7. Press [Save].
8. Once the system has saved the original reservation, it brings up the second guest's (sharewith guest) reservation. This gives the agent the opportunity to change the guest's address, type a settlement type, etc.
9. Press [Save].

Merging Sharewiths
It is possible to 'Merge' two existing reservations into a sharewith reservation.

1. From the Main Menu, select the Reservations Menu
2. Select Reservations
3. At the Reservations screen, retrieve one of the reservations to be merged.
4. [Quick] into the Sharewith window. The Sharewith screen displays a copy of the information completed earlier in the rate schedule window. It is here for the agent as a reference.
5. Press [Actions] and select Merge With. A guest name search screen is displayed. Type in the name of the guest with whom to merge
6. Press [Execute Query]. From the list of names select the guest required.

```
                         Sharewith Merge
Room
Seq Adult Youth Child  Rate Sch  Accm  Room Rate        Ovr Room # EB Sta
 1    1     0     0    SPG       NDKN            65.00                  RE

 Merging Guest #    56998  Name Aardvark, Anthony        Status NEW

 Merging W/Seq  Current Adult Youth Child  Rate Sch  Accm  Room # ExBk Stat
                              1     0     0  SPG       ODDN               RES

     Enter room sequence to merge and press [Exit] to proceed with the merge
```

7. The system brings the cursor into the merge-with screen. Two upper blocks contain information concerning the rate schedule and the guest to be merged. The cursor stops in the lower block.
   - **Seq -** One of the upper blocks lists all of the current sharewith guests. If there are no current sharewiths, only the guests about to merge with are listed. The far left column next to adults is the sequence number (1 for the first guest, 2 for the second, etc.) In the Seq field, type the sequence number of the guest to merge with.
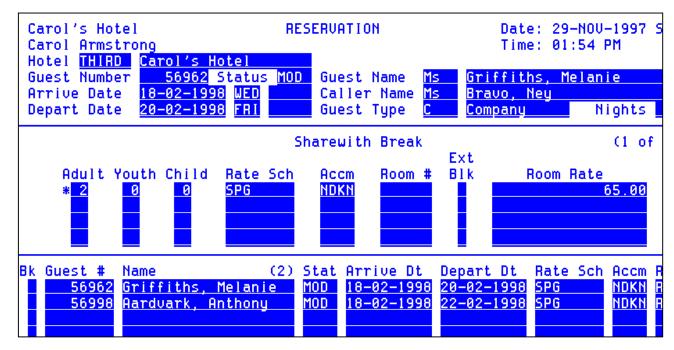8. Press [Exit] to process the merge
9. Press [Save] to complete the changes.
   Note: Only guests that have overlapping dates of stay can be merged.
   Note: Two guests that have pre-allocated rooms cannot be merged. One of the rooms must first be removed.

Breaking a Sharewith
If two guests who have a sharewith reservation do not want to share anymore, then the sharewith link may be removed by using the break function. This function can only be used before the guests check in.

1. From the Main Menu, select the Reservations Menu
2. Select Reservations
3. At the Reservations screen, select one of the reservations to be broken.
4. [Quick] into the Sharewith window.
5. Press [Actions] and select the Break Sharewith option.
6. The system displays the Break Sharewith screen. The Sharewith screen displays a copy of the information completed earlier in the rate schedule window. It is here for the agent as a reference. Press [Next Block] to the section where each guest is listed.

```
Carol's Hotel                    RESERVATION            Date: 29-NOV-1997 S
Carol Armstrong                                         Time: 01:54 PM
Hotel THIRD  Carol's Hotel
Guest Number    56962 Status MOD  Guest Name  Ms  Griffiths, Melanie
Arrive Date 18-02-1998 WED        Caller Name Ms  Bravo, Ney
Depart Date 20-02-1998 FRI        Guest Type  C   Company      Nights

                        Sharewith Break                          (1 of
                                                Ext
     Adult Youth Child  Rate Sch   Accm    Room #  Blk      Room Rate
   * 2      0     0     SPG        NDKN                           65.00




Bk Guest #  Name          (2) Stat Arrive Dt  Depart Dt  Rate Sch Accm R
      56962 Griffiths, Melanie  MOD 18-02-1998 20-02-1998 SPG      NDKN R
      56998 Aardvark, Anthony   MOD 18-02-1998 22-02-1998 SPG      NDKN R
```

   - **Bk -** Use the up and down arrows to place the cursor onto the guest to break the sharewith. Type the letter "Y" to break the sharewith. If there is only two guests sharing, only place the "Y" next to one of the guests.

- **Guest #, Name, Stat, Arrive Dt, Depart Dt, Rate Sch, and Accm -** This section is a copy of the information completed earlier in the rate schedule window. It is here for the agent as a reference.

7. Press [Exit] to process the break
8. Press [Save] to complete the changes.
   Note: When breaking guests, the first guest in sequence retains any pre-allocated rooms, the other shares do not.
   Note: If even one of the sharewith guests is registered and no longer wants to share, The Room Move feature needs to be used, not Break Sharewith.

Creating Travelwiths

Creating, breaking and merging travelwiths is almost identical to the steps for sharewiths. The only difference is that since they are not sharing the same room, there is no section to split rates. Instead, the system displays a block where each individual's rate schedule and accommodation may be entered. And of course the most obvious difference is that instead of pressing [Quick] into the Sharewith window is now done into the Travelwith window.